

# Traveling with TRICARE Prime



## Traveling with TRICARE Prime

This flyer is **not** intended to be all-inclusive. For additional information, please contact your regional contractor or local military treatment facility.

TRICARE has you covered if you become ill or injured while traveling to another state or overseas. Follow these guidelines to receive maximum TRICARE benefits at the lowest cost. See the *For Information and Assistance* section of this flyer for contact information.

### Maintain Your TRICARE Eligibility

Keep all Defense Enrollment Eligibility Reporting System (DEERS) information current for you and your family members. Otherwise, care may be denied or claims payment delayed.

### Get Routine Care Before You Leave

Routine care, which includes general office visits for treatment and ongoing care, should be handled before you travel or postponed until you return. You must obtain all routine care from your primary care manager (PCM) unless you've been referred to another provider. If you anticipate being out of the area for more than 60 days, consider either transferring your TRICARE Prime enrollment to your new region and obtaining a new PCM (*if TRICARE Prime is available*) or disenrolling (*if TRICARE Prime is unavailable*).

### During an Emergency

TRICARE defines an emergency as a medical, maternity, or psychiatric condition that would lead a prudent layperson to believe:

- A serious medical condition exists or the absence of medical attention would threaten life, limb, or eyesight.
- Immediate medical treatment is needed to relieve pain or suffering.

If an emergency occurs, call 911 or go to the nearest hospital emergency room. You should notify your PCM within 24 hours or on the next business day. **Note:** Prior authorization is not required for emergency care (*including overseas care*) before receiving treatment.

### Overseas Emergency Care

Seek treatment immediately. You may be able to obtain assistance in locating an emergency facility or emergency number for the country you are visiting by contacting the U.S. Embassy or Consulate. When seeking care from a host nation (*overseas*) provider, you should be prepared to pay up front for services and then file a claim with TRICARE for reimbursement in the region where you live. Active duty service members\* (ADSMs) should contact the TRICARE Global Remote Overseas (TGRO) Alarm Center in your area prior to seeking care when possible or prior to making payment.

\* Includes National Guard and Reserve members on orders of 30 days or less, who should follow normal procedures for emergency care and must provide a copy of their orders to the TGRO contractor to verify TRICARE eligibility. While in Puerto Rico, ADSMs should call the Puerto Rico Call Center for assistance.

### Emergency Dental Treatment

- **ADSMs:** Contact the Active Duty Dental Program (ADDP) contractor or, if overseas, the nearest TGRO Alarm Center.
- **TRICARE Dental Program (TDP) Enrollees:** To locate a participating dentist, call the TDP contractor.
- **TRICARE Retiree Dental Program (TRDP) Enrollees:** When traveling, you may visit any dentist in the service area for emergency treatment. However, you'll save money and won't have to file a claim if you select a TRDP network dentist.

**Note:** Routine dental care is not authorized while traveling.



## Receiving Urgent Care

Urgent care\* is a medical service needed within 24 hours when an illness or injury would not result in further disability or death if not treated immediately. If urgent treatment cannot wait until you return home to see your PCM, you must contact your PCM for a referral or call your regional contractor for assistance before receiving care. Failure to obtain a referral may cause your care to be covered under the point-of-service (POS) option,<sup>†</sup> and you will incur higher costs.

\* *ADSMs should seek urgent care at a military treatment facility. If unable to do so, ADSMs located overseas should contact the TGRO Alarm Center. For urgent care while in Puerto Rico, ADSMs should contact the Puerto Rico Call Center; National Guard and Reserve members on orders of 30 days or less should contact the Rodriguez Army Health Clinic.*

<sup>†</sup> *The POS option does not apply to ADSMs, newborn or adopted children in their first 60 days, emergency care, or if you have other health insurance. Visit [www.tricare.mil/costs](http://www.tricare.mil/costs) for POS details.*

## Nonemergency Care for ADSMs

If traveling or between duty stations, you must receive all nonemergency care at a military treatment facility (MTF) if one is available. If an MTF is not available, prior authorization from your PCM is required before receiving nonemergency care. If you're not enrolled in TRICARE Prime or TRICARE Prime Remote, you or the requesting provider should call your regional contractor, who will coordinate the authorization with the Military Medical Support Office (MMSO).

## Filling Prescriptions

You may use any TRICARE pharmacy option when you're traveling, but be sure your DEERS information is current. To fill a prescription, you need a valid uniformed services identification card. At overseas host nation pharmacies, you will pay up front and file for reimbursement of covered charges with the overseas claims processor. For assistance, contact the nearest TRICARE Area Office (TAO). To locate a pharmacy or for additional pharmacy benefit details, visit [www.tricare.mil/pharmacy](http://www.tricare.mil/pharmacy).

## For Information and Assistance

<b>TRICARE North Region</b> Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) <a href="http://www.healthnetfederalservices.com">www.healthnetfederalservices.com</a>	<b>TRICARE South Region</b> Humana Military Healthcare Services, Inc. 1-800-444-5445 Active duty programs: 1-877-249-9179 <a href="http://www.humana-military.com">www.humana-military.com</a>	<b>TRICARE West Region</b> TriWest Healthcare Alliance Corp. 1-888-TRIWEST (1-888-874-9378) <a href="http://www.triwest.com">www.triwest.com</a>
<b>TRICARE Area Office (TAO)—Eurasia-Africa</b> Toll-free: 1-888-777-8343, option 1 Comm.: 011-49-6302-67-6314 DSN: 496-6314 <a href="http://www.tricare.mil/eurasiaafrica">www.tricare.mil/eurasiaafrica</a>  <b>TRICARE Global Remote Overseas (TGRO) Alarm Center</b> 011-44-20-8762-8133	<b>TAO—Latin America and Canada</b> Toll-free: 1-888-777-8343, option 3 Comm.: 1-706-787-2424 DSN: 773-2424 <a href="http://www.tricare.mil/tlac">www.tricare.mil/tlac</a>  Puerto Rico Call Center: 1-800-700-7104 Rodriguez Army Health Clinic: 1-787-707-2534  <b>TGRO Alarm Center</b> 1-800-834-5514	<b>TAO—Pacific</b> Toll-free: 1-888-777-8343, option 4 Comm.: 011-81-6117-43-2036 DSN: 643-2036 Remote Sites: 011-65-6-338-9277 <a href="http://www.tricare.mil/pacific">www.tricare.mil/pacific</a>  <b>TGRO Alarm Centers</b> Singapore: 011-65-6-338-9277 Sydney: 011-61-2-9273-2760
<b>Locate a U.S. Embassy/Consulate:</b> <a href="http://usembassy.state.gov">http://usembassy.state.gov</a>	<b>Military Medical Support Office (MMSO)</b> 1-888-647-MMSO (1-888-647-6676) <a href="http://www.tricare.mil/mmso">www.tricare.mil/mmso</a>	<b>Locate a TGRO Provider:</b> <a href="http://www.tricare.mil/tgro">www.tricare.mil/tgro</a>
<b>Defense Enrollment Eligibility Reporting System (DEERS)—Update Information</b> Phone: 1-800-538-9552 Fax: 1-831-655-8317 Online changes: <a href="http://www.tricare.mil/deers">www.tricare.mil/deers</a>	<b>TRICARE Pharmacy Program</b> 1-877-363-1303 Member Choice Center ( <i>convert retail prescriptions to mail order</i> ): 1-877-363-1433 <a href="http://www.tricare.mil/pharmacy">www.tricare.mil/pharmacy</a> <a href="http://www.express-scripts.com/TRICARE">www.express-scripts.com/TRICARE</a>	<b>TRICARE Dental Program</b> 1-800-866-8499 ( <i>stateside</i> ) 1-888-418-0466 ( <i>overseas</i> ) <a href="http://www.TRICAREdentalprogram.com">www.TRICAREdentalprogram.com</a>  <b>TRICARE Retiree Dental Program</b> 1-888-838-8737 <a href="http://www.trdp.org">www.trdp.org</a>
<b>Beneficiary Web Enrollment (BWE) Web Site</b> (Update DEERS) <a href="https://www.dmdc.osd.mil/appj/bwe/">https://www.dmdc.osd.mil/appj/bwe/</a>	<b>TRICARE Web Site</b> <a href="http://www.tricare.mil">www.tricare.mil</a>	<b>Military Health System Web Site</b> <a href="http://www.health.mil">www.health.mil</a>

### An Important Note about TRICARE Program Information

At the time of printing, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulation. Changes to TRICARE programs are continually made as public law and/or federal regulation are amended. **Military treatment facility guidelines and policies may be different than those outlined in this product.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

Please provide feedback on this flyer at [www.tricare.mil/evaluations/feedback](http://www.tricare.mil/evaluations/feedback).